



## ***Embassy of the United States of America***

*Bogotá, D.C., Colombia*

### **Cafeteria Solicitation Pre-proposal Conference April 30, 2013 Questions and Answers**

1. La experiencia de atención a un amplio número de población es admisible si no hay experiencia comercial sino institucional.

**Question:** If there is no commercial experience is institutional experience serving a wide number of people acceptable experience?

**Answer:** Yes

2. Como es el puntaje de evaluación de la propuesta?

**Question:** How will evaluation criterion be weighted for the proposal/tender?

**Answer:** There are four selection criterion which are weighted as follows –

Best Approach or Methodology	30%
Quality of Service and Product	25%
Diversity of Menu Prices	25%
Past Experience	20%

3. Existe un número mínimo de ofertas de comida internacional al mes que se deben proponer?

**Question:** Are there a minimum number of Menu offers of international food per month to be proposed?

**Answer:** There are no minimums for any type of menu offered. However, the U.S. Embassy is looking for a vendor who can offer a diverse menu that includes Colombian, American, and International cuisines.

4. Los ingredientes para la comida internacional pueden ser los que se obtienen en el mercado colombiano?

**Question:** For the international food recipes, could we use the ingredients obtain on the Colombian market?

**Answer:** Yes

5. La oferta de jugos pueden ser naturales o necesariamente es indispensable tener industrializados?

**Question:** The offer of natural juice may be or must is essential to have industrialized?

**Answer:** The current vendor offers both processed and prepared juices. This balance is acceptable.

6. Se deben ofrecer marcas de productos ya establecidos por la Embajada?

**Question:** We should offer established product brands by the Embassy?

**Answer:** The U.S. Embassy will not dictate product brands. However, products used and dispensed by the vendor must adhere to U.S. food standards.

7. Se debe establecer el tamaño de las preparaciones ofertadas?

**Question:** Who should set the size/portion of the preparations offered?

**Answer:** The vendor must establish the portion size in grams for protein, carbohydrates, vegetables, fruits, etc. However, the U.S. Embassy expects the vendor to offer a lunch which includes the following: main entree; salad, soup, dessert, and beverage. The breakfast menu may included a fixed priced breakfast as well as a la carte offerings.

8. El menaje del comedor como: Platos, vasos, copas y/o cubiertos son aportados por la Embajada o por el proponente.

**Question:** Are the dining utensils such as plates, cups, glasses and / or cutlery provided by the Embassy or by the proponent?

**Answer:** The U.S. Embassy has a supply of serving ware to include: dishware, silverware, and some serving ware. However, the selected vendor must provide eco-friendly products such as take-out containers, cups, etc.

9. Ejercicios de Emergencia y Evacuación de Seguridad Industrial se cumplen?

**Question:** Do we have to meet Emergency Evacuation Exercises and Industrial Safety?

**Answer:** Yes, the entire Mission must adhere to emergency response and evacuation protocols as well as industrial safety protocols. The Regional Security Office and the Facilities Maintenance Office routinely conduct safety reviews and exercises.

**10. En caso de terremoto, incendio, imprevistos la empresa es responsable de la seguridad o la Embajada?**

**Question:** In case of earthquake, fire or any unforeseen event is the company responsible for the safety or the Embassy?

**Answer:** The Embassy is responsible for the safety of its employees. All on-site contractors are expected to comply with guidance and direction provided by security and occupational health and safety officials. In addition, on-site contractors are required to have in place the necessary personal injury, property loss and damage insurance coverage. The Embassy is not responsible for personal injuries or for damage to any property of the on-site contractor.

**11. El personal tiene la opción de traer su propio almuerzo?**

**Question:** Does the Embassy staff have the option of bringing their own lunch?

**Answer:** Yes. In addition, some staff members bring their lunch to the cafeteria to warm in microwaves provided by the Embassy.

**12. Se nos permite crear un huerto dentro de la Embajada?**

**Question:** Are we allowed to have a garden/crop area (to plant herbs/spices) inside the embassy?

**Answer:** No

**13. Nos permiten hacer una visita antes de prestar nuestro servicio, en caso de ser seleccionados?**

**Question:** Do we have authorization to visit the facilities again, before our offer/proposal is awarded/selected?

**Answer:** No

**14. Considera poner los gramajes en el Menú de la licitación?**

**Question:** Do we have to specify the weights/portions in the Menu of the tender?

**Answer:** Yes

15. Debe existir un monto de ventas para poder licitar?

**Question:** Should be a minimum volume of sales amount to bid?

**Answer:** We are unclear what this question is seeking to clarify. The U.S. Embassy cannot guarantee a minimum level of sales volume. In assessing your continued interest in this solicitation, it is important to take into consideration the current vendors service volume, i.e., roughly 250 meals sold at breakfast and 250 meals sold at lunch as well as there are two other food service vendors on the Embassy compound.

16. Número de personas que el contratista actual tiene para prestar el servicio?

**Question:** How many persons does the existing/current contractor has to provide the service?

**Answer:** The current vendor has a total of 20 on-site employees at the Embassy. In addition, the vendor has an off-site facility which prepares some of the products, e.g., desserts, off-site.

17. La disposición final de los residuos (orgánicos) está a cargo de?

**Question:** Who is responsible for the disposal of organic wastes?

**Answer:** The on-site food service vendor is responsible for packing and final disposal of all organic waste produced by their operation in accordance with guidance from the Facility Maintenance Office and following local regulations and procedures.

18. Pruebas microbiológicas a los alimentos lo hace... quien? Con que frecuencia?

**Question:** Who runs the Microbiological tests to food? How Often?

**Answer:** The Health Unit is responsible for conducting food safety reviews for on-site food vendors. These reviews are conducted periodically without advance notice. The contractor can expect this to occur at least once a year when inspections are conducted.

19. Mantenimiento: A que equipos le debemos hacer mantenimiento?

**Question:** List of equipment that we have to do maintenance?

**Answer:** The on-site vendor is only responsible for any equipment that it brings to the contract. All government equipment will be maintained by the Facilities Maintenance Office.

20. Se puede presentar una propuesta en Unión Temporal o consorcio?

**Question:** Can you submit a proposal in Joint Venture or consortium?

**Answer:** Yes, however, one vendor must serve as the principal and would have ultimate responsibility for performance under the agreement.

21. Que fechas deben tener los cronogramas de saneamiento y mantenimiento de la oferta?

**Question:** Should we have schedules dates for sanitation and maintenance included in the offer/tender?

**Answer:** You are not required to provide this information, but if you choose to include it, there is no prohibition.

22. Es obligatorio contar con personal bilingüe?

**Question:** It is mandatory to have bilingual staff?

**Answer:** The only language requirement is for the on-site manager who must speak at least a level 2 English

23. El ciclo de menús contempla un tope (rango) de aportes de calorías en los desayunos y almuerzos?

**Question:** Does the cycle of menus include a stop (range) contribution of calories at breakfast and lunch?

**Answer:** No, however, we expect the contractor to offer health, a nutritious meal which meets standard dietary requirements.

24. Solicitamos nos suministren la totalidad de equipos con los que cuenta la Embajada para la prestación de los servicios.

**Question:** Can we request the complete list of Government equipment to provide the Cafeteria services?

**Answer:** Yes. This information is posted as an attachment to this document.

25. Favor indicar quién suministra el menaje y los utensilios de cocina.

**Question:** Please, indicate who supplied utensils and cookware.

**Answer:** The Contractor must supply cookware. See answer to question #8 above.

26. Favor informarnos de quién será la responsabilidad de reponer el menaje y los utensilios de cocina.

**Question:** Please, inform us of who will be the responsibility for replenishing utensils and cookware.

**Answer:** See question # 8 above.

27. Qué tipo de servicio se presta para los diferentes momentos del día (desayuno, almuerzo, cafetería)?

**Question:** What kind of service is provided for different times of the day (breakfast, lunch, Coffee breaks)?

**Answer:** Self service.

28. Adicional al espacio de la cafetería para publicar menús y actividades como promociones, festivales, días especiales, existen otros medios (monitores LCD, mail interno, carteleras) que puedan ser utilizados para comunicar información sobre el servicio de la cafetería?

**Question:** Is there any additional space to publish the cafeteria menus and activities such as promotions, festivals, special days, or to communicate information about the service in the cafeteria?

**Answer:** There are several options for publishing the cafeteria menu: Internal monitors, intranet, Embassy news letter, and bulletin board in the Cafeteria.

29. Que medios de pago se pueden usar diferentes al efectivo? (tarjeta de crédito, tarjeta débito, cheques de consumo, etc.)

**Answer:** What payment methods can be used other than cash? (Credit card, debit card, checks, consumer, etc.)

**Question:** Currently, the only method of Payment is cash/Col. pesos. A vendor may establish credit card Payment; however, the Embassy will not be responsible for the required lines and services necessary to establish this Payment method.

30. Existe autorización de realizar por parte del concesionario encuestas de satisfacción de los usuarios de la cafetería?

**Answer:** Is there authorization by the Embassy to perform satisfaction cafeteria surveys?

**Answer:** Yes

31. Solicitamos por favor aclaración acerca de la renta mensual; esta debe incluirse en la propuesta económica?

**Question:** Please, ask for clarification of the monthly rent, this should be included in the financial proposal?

**Answer:** The amount of the rent will be included in the License Agreement. The Contractor may include this amount in its proposal only as justification or explanation of its proposed menu prices.

32. Existen valores definidos para las pólizas exigidas en el contrato?

**Question:** Are there insurance policies or insurance valuations/compliance policies defined and required in the contract/agreement?

**Answer:** Yes. See response to question #10 above.

33. Los equipos de la cocina funcionan con energía eléctrica o con gas?

**Question:** Is the kitchen equipment electric powered or gas?

**Answer:** The kitchen equipment is some electric powered and some uses gas.

34. La Embajada establece alguna estructura mínima y obligatoria de personal administrativo para atender la cafetería?

**Question:** Is there any mandatory minimum administrative staff to meet the cafeteria services standards?

**Answer:** No, the Contractor must determine the appropriate ratio of staff for cafeteria operations.

35. La Embajada sugiere o recomienda alguna empresa para realizar el estudio de seguridad de los empleados o existe libertad para la selección de ella?

**Question:** Does the Embassy suggest or recommend some company for the security screening process of the employees or freedom exists for the selection of it?

**Answer:** The security screening will be conducted by the Regional Security Office. The contractor has no input regarding the security screening process.

36. La Embajada suministra los elementos y equipos para la limpieza?

**Question:** Does the Embassy provide the elements and cleaning equipment?

**Answer:** No, the Embassy doesn't provide cleaning supplies or cleaning equipment.

37. Existe por parte de la Embajada un subsidio para incentivar el consumo de alimentos en la Embajada?

**Question:** Does the Embassy subsidy the consumption of food in the Embassy?

**Answer:** No.

38. Cuáles son los horarios y días específicos para recibir alimentos o materias primas en la Embajada?

**Question:** What are the specific days and times to deliver/receive food or raw materials in the Embassy?

**Answer:** The delivery hours are generally before normal business hours, between 6:00 a.m. and 8:00 a.m.

39. Cuando se habla de eventos fuera de la Embajada, cuales son los lugares de los eventos?

**Question:** When it comes to events outside the Embassy, what are the locations of the events?

**Answer:** The Contractor may not use the Embassy facility to caterer outside/external events. The contractor may provide catering services internal to the Embassy on behalf of one of the offices/agencies within the mission.

40. Como se facturan los eventos y cuál es la forma de pago de los eventos?

**Question:** How do we bill the events and what is the payment method of the events?

**Answer:** For internal catering services, the Contractor must bill the requesting office directly and establish an agreed upon payment method. The U.S. Embassy is not responsible for any catering requests established outside of the License Agreement.

41. Quien está a cargo de los estudios de seguridad de los empleados que van a trabajar en la Embajada?

**Question:** Who is in charge of the security screening process of employees who will work at the Embassy?

**Answer:** The Regional Security Office of the U.S. Embassy.

42. En qué idioma se debe entregar la oferta formal?



**Question:** Which language must be use to submit the tender?

**Answer:** English only

43. En la solicitud se habla de lesiones personales, perdida de bienes. Que seguro debemos tener?

**Question:** The solicitation talks about personal injury, loss of property, etc. What kind/type of insurance policy must the company has?

**Answer:** See the answer to question #10 above.

44. Cuáles son las tarifas de cada uno de los servicios prestados en la cafetería?

**Question:** What are the rates of each of the services provided in the cafeteria?

**Answer:** The lunch rate is 8,500 COP which includes IVA. There is no fixed rate for breakfast as items are sold a la carte.

45. Existen preparaciones o comidas que se deben preparar fuera de la Embajada?

**Question:** Are there preparations or meals that should be prepared outside the Embassy?

**Answer:** For the most part, meals should be prepared on-site; however, there is no prohibition against preparation off-site. If a Contractor proposed to prepare meals off-site, the off-site location will be subject to inspection and approval by the Embassy Health Unit.

46. Los proveedores de los insumos son elegidos por el prestador del servicio de Cafeteria?

**Question:** Are the suppliers of the inputs chosen by the Cafeteria service provider?

**Answer:** Yes.

47. Es necesario tener vehículos para prestar el servicio de Cafeteria?

**Question:** Is it necessary to own vehicles to provide the services for Cafeteria?

**Answer:** All services are provided on the premises. However, the Contractor is responsible for the delivery of products.

48. En qué proporción es necesario tener empaques desechables para prestar el servicio de Cafeteria?

**Question:** In what proportion is necessary to have disposable packaging to provide the service of Cafeteria?

**Answer:** This is difficult to answer as it depends on patronage. However, a good percentage of the employees purchase food from the cafeteria to take-out to their offices.

49.Cuál es la tarifa reducida del almuerzo a cuantos aplica?

**Question:** What is the reduced fee lunch to all who apply?

**Answer:** The reduced fee for lunch is 5,300 COP and it applies to approximately 75 employees.

**50. Existen multas o sanciones dentro del desempeño del Contrato?**

**Question:** Are there fines or penalties within the contract performance?

**Answer:** There are no fines or penalties. However, there is a termination clause for cause if the Contractor fails to perform or take corrective action when notified or for convenience of the Government.